

SBIR N03-112



Modeling and Simulation of Cultural Differences in Human Decision Making

Phase II Year 2: Focus on Transition

CKM Meeting January 2006

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Multicultural Considerations in Work Processes



In both military and business environments, multinational teams have become the norm.

- Research has shown consistent differences in the ways that people from diverse cultures approach and complete tasks.
- Task performance and work process efficiency will be highest when the assignment of human resources is based on relevant attributes of the personnel.

A decision support and planning aid focused on multinational teams has been developed to facilitate the design of multicultural processes.

Integrative Decision Space Analytical System



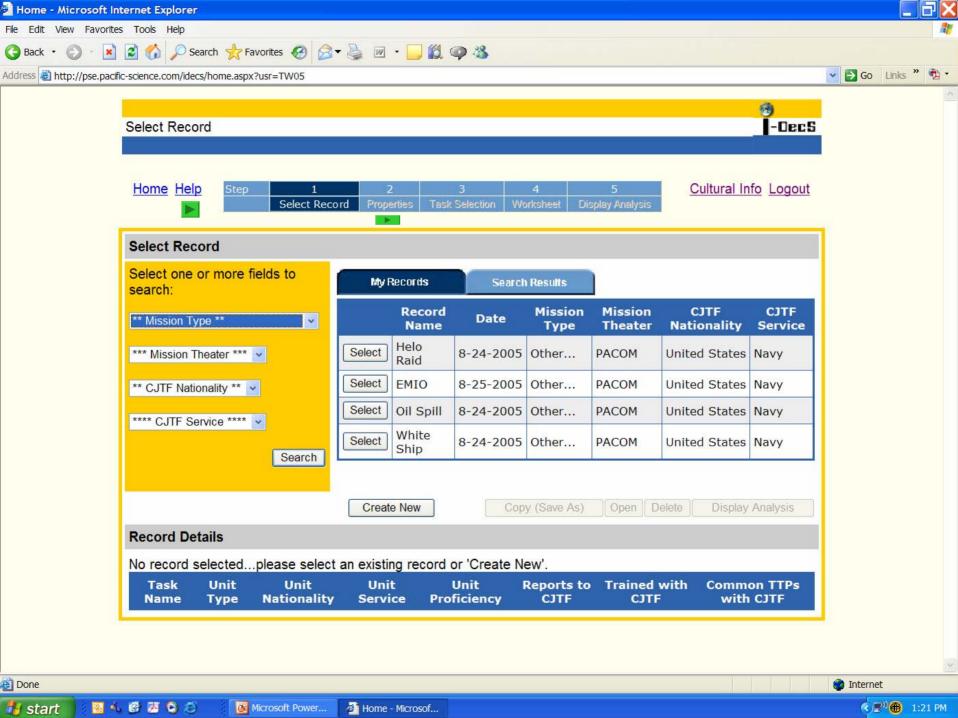
I-DecS AnSys

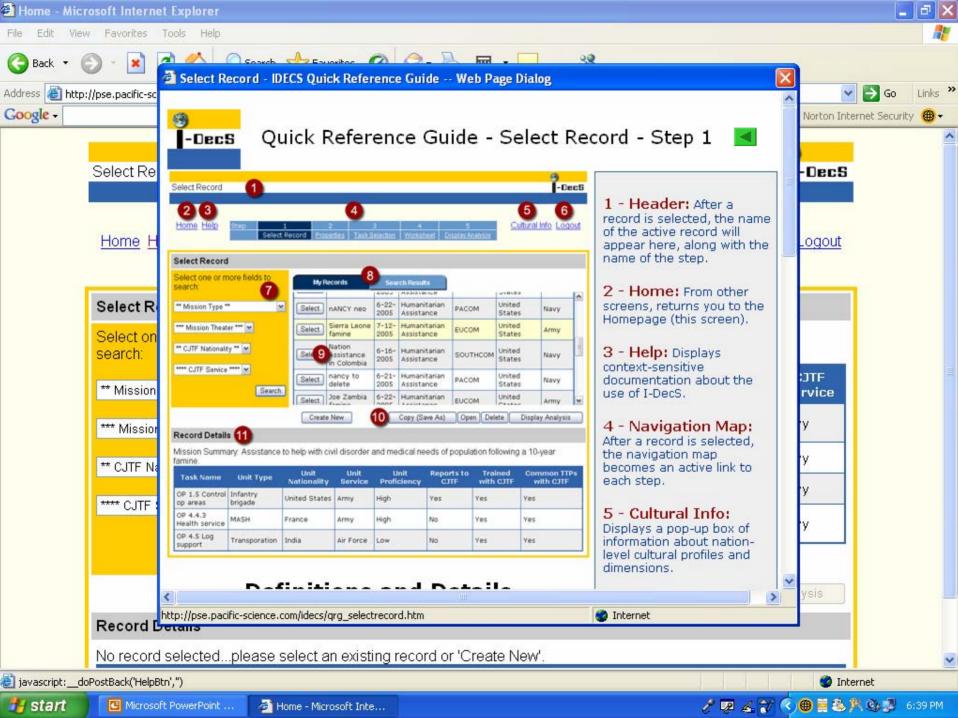
Models a work process as a series of tasks. Attributes of the tasks, personnel and organization are modeled, including cultural parameters.

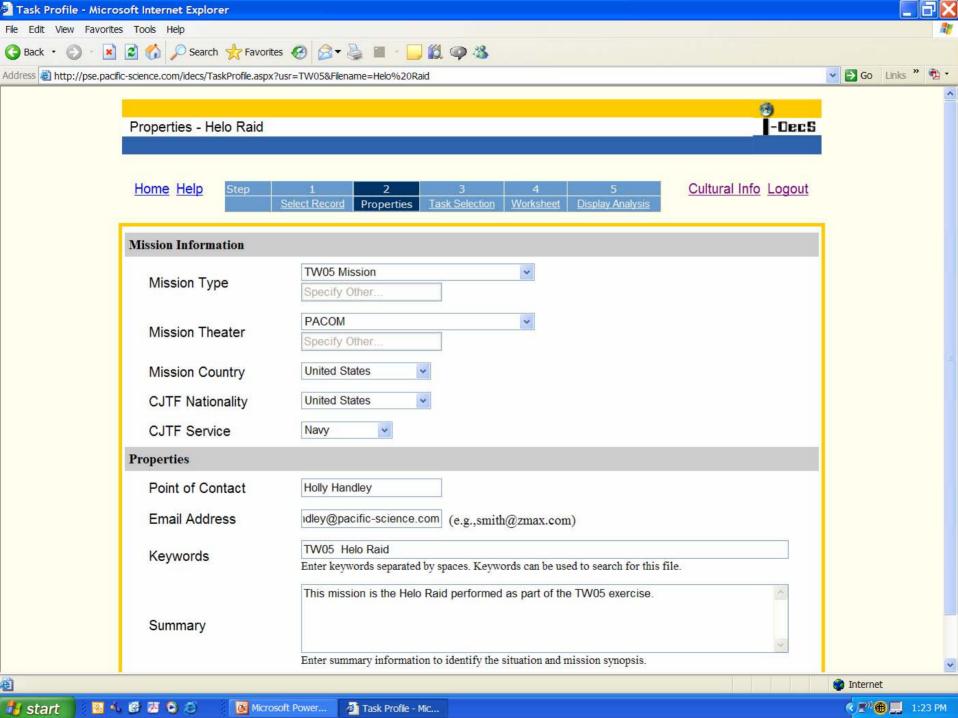
Simulates the modeled work process and returns performance projections of a multinational team compared to a nationally homogeneous team.

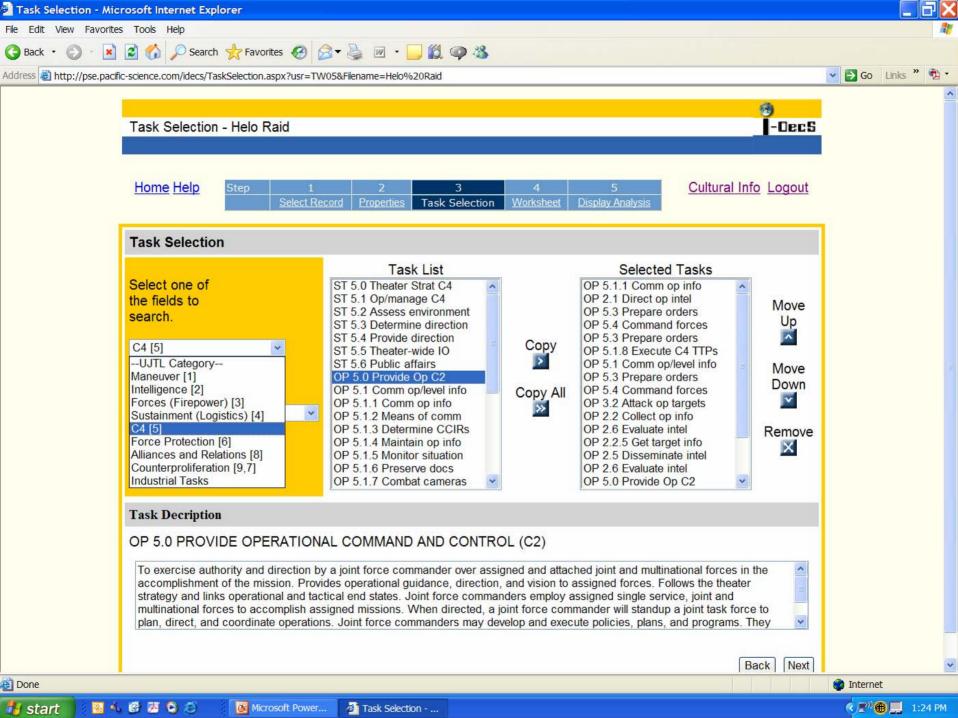
Can be used during planning to perform a cultural fit assessment in order to identify strengths and weaknesses of the proposed team.

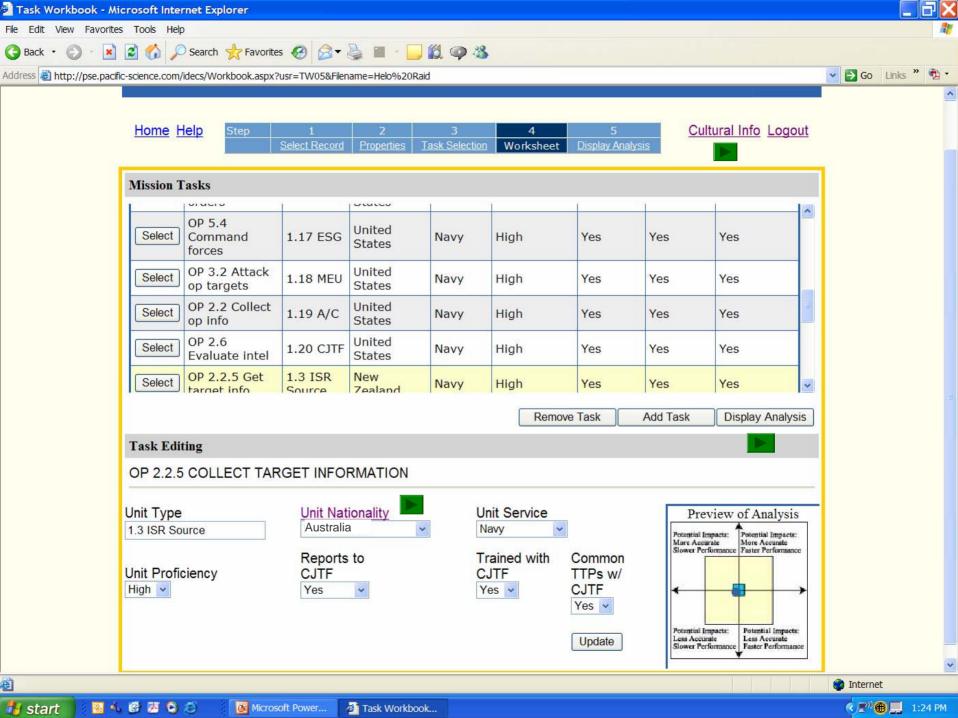


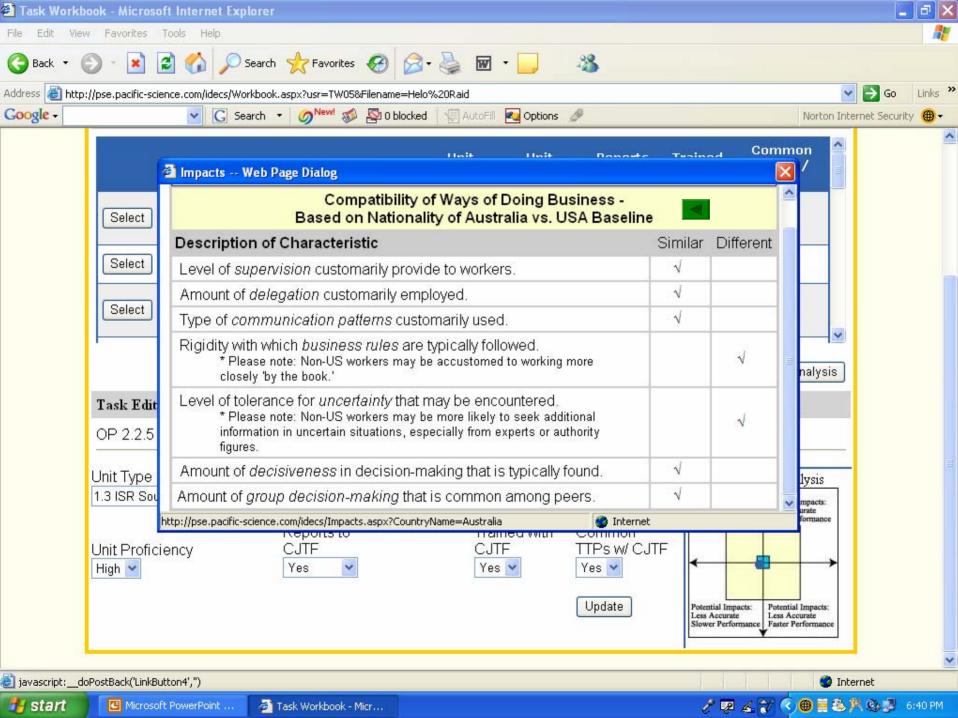


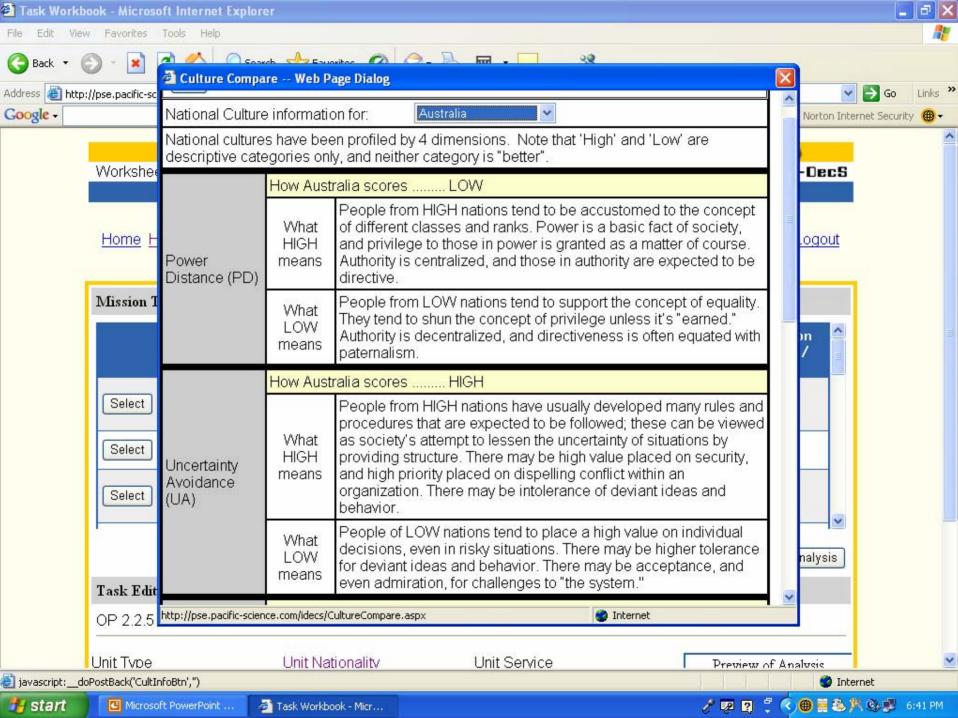


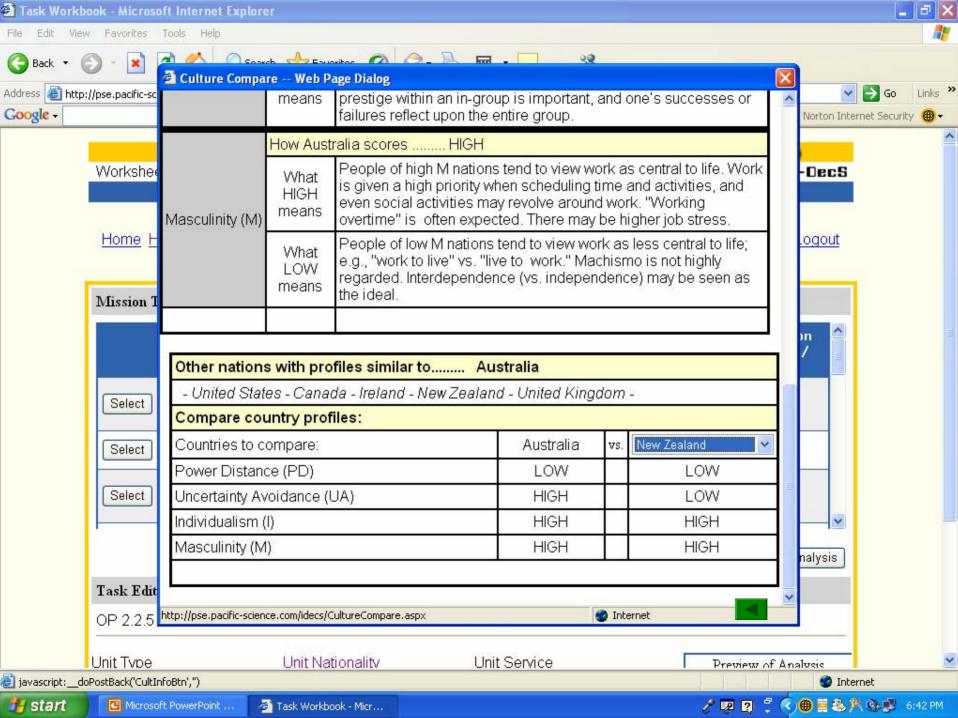


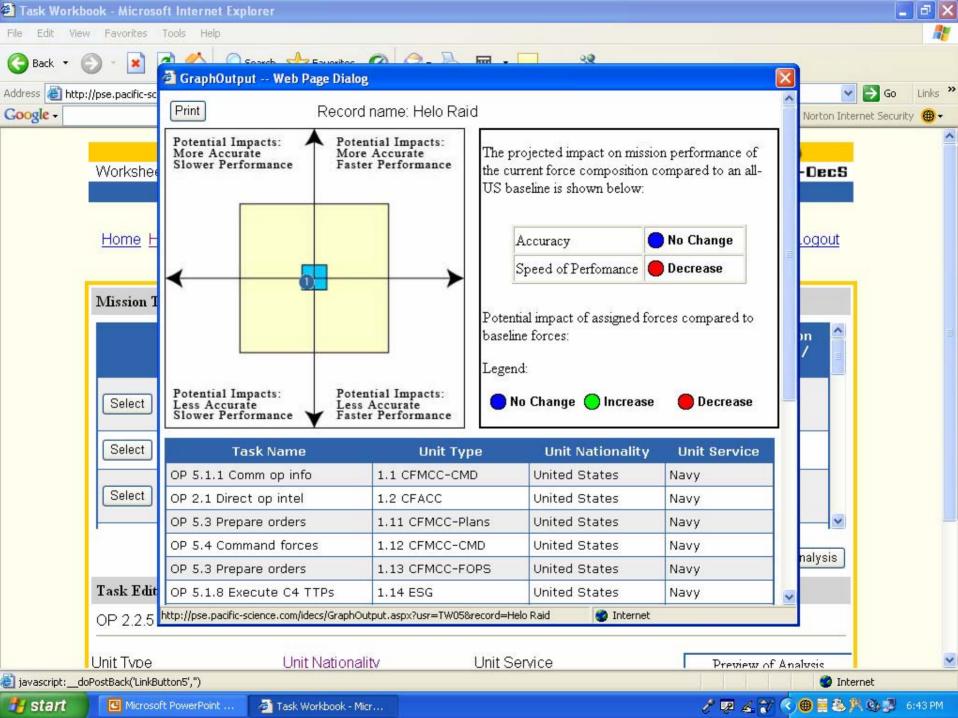












Phase III: Transition Plan – A Multi-Tiered Approach



Tier One: PSE Usability Testing

Implementation Validation and Interface Usability

- ✓ PSE Staff and SMEs (27-30 June 05)
- ✓ Version 1.0, Released 30 June 2005

Tier Two: Local Military Demonstration

Presentation of Tool in Military Environment

- ✓ 3rd Fleet (29 Apr 05)
- ✓ USS Tarawa (17-22 July 05)

Tier Three: NAVAIR and NPS Laboratories

Assessment of use in Naval Laboratories

- ✓ NAVAIR: NEO Scenario (19-22 Dec 05)
- ➤ NPS: TNT Scenario (February 2006)

Phase III: Transition Plan – A Multi-Tiered Approach Continued



Tier Four: Fleet Experiments

Demonstrate Tool and Collect Data

- √ TW05 (2nd Fleet) Pre Experimental Modeling
- ➤ TW06 (3rd Fleet) Tactical Situation Planning

Tier Five: Customer Contacts

Potential Sponsors

- Boeing SoSCOE CFMCC Planning Tool
- MPAT Coalition Military Operations

Tier Six: Forum

Networking

Navy Transition Assistance Program

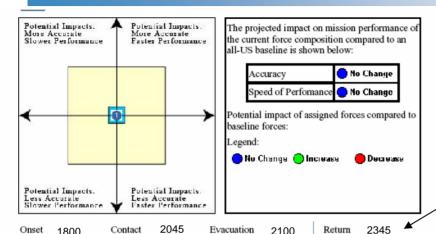
Tier Three: NAVAIR Laboratory



- Comparison of Mission Planning with/without I-DecS
- Experiment Conditions
 - CKM NEO Scenario
 - 5 Teams with I-DecS and 5 Teams with Pencil & Paper
- Changes to Scenario
 - Added Multi-national Resources
 - Thai SEALS and Australian Army Special Forces
 - Specified Command Arrangements and Training
- Changes to I-DecS Tool:
 - Added task list in lay terms that reflects all identified options from the scenario.
 - Added user fields for specification of Transportation, Weapons, and Critical Times.

I-DecS Report vs. Handwritten Solution Cards





		VS.

CRITICAL TIMES

Task Name	Unit Type	Unit Nationality	Unit Service	Transportation	Weapons
O 1.1 Depart from USS Enterprise	N/A	United States	Marine Corps	CH-53 helicopter	None
O 1.3 Drop personnel into sea	N/A	United States	Marine Corps	CH-53 helicopter	None
O 1.9 Travel from sea to shore	SEALs	United States	Navy	Zodiak inflatable boat	M-16s
O 1.13 Travel from shore to church	SEALs	United States	Navy	None	M-16s
C 2.3 Administer insulin in transit	SEALs	United States	Navy	None	M-16s
C 2,4 Stabilize broken leg in transit	SEALs	United States	Navy	None	M-16s
E 3.1 Travel from church to shore	SEALs	United States	Navy	None	M-16s
E 3.17 Travel from shore to sea	SEALs	United States	Navy	Zodiak inflatable boat	M-16s
E 3.22 Airlift personnel from sea	N/A	United States	Marine Corps	CH-53 helicopter	None
R 4.1 Travel from sea to USS Enterprise	N/A	United States	Marine Corps	CH-53 helicopter	None

DETAILED PLAN PERSONNEL TRANSPORTATION WEAPONS

	Final Plan	(a.s) (aos
PERSONNEL	TRANSPORTATION	WEAPONS
Navy SEAL Team	VCH-53 (Marne Heliogi)	SEAL Team'S
-CH-53 (Marine Helitopher)	UH-60 Blackhawk	or equipment
	Donkeys	
	/Zodiac	
	/USS Enterprise	
	C-130 Hurches	
CRITICAL TIMES	Contract village to provide translature DETAILED PLAN Forkeys	ADDITIONAL COMMENTS
1. Onset: 3:30 AM CATAGO DEPARTS USS Enterprise "I Nowy SEAL TOWN	CH-53 depets the USS Enterprise u) SEAL Team. Apriles according to Miles off choice and drops Zodine + SEALS. CET to core at 6 days munt)	Left Army base to land out extraction conc.
2. Contact: 7:49 AM SEALS Make	at shore 7:04 Am. Move undelected	20 Miles Souther
3. Evacuation: 8:30AM depart	to church; arrive at 7:49 AM. That and extract morkers at 8:21 AM 60	Church.
0.50 Art 8 400 1	to village and neet donkeys (SEALS) are carrying booken logged worker.	
4. Return to Base or Ship:	Meet ankings and load of norkers; pour	
	teve in blackbank and arrive at army base 1:15-1:30 PM.	1/

NAVAIR Hypotheses and Results –Supported



H2: The teams that use I-DecS will indicate <u>a lower workload</u> than the teams without I-DecS.

Measure: NASA TLX – Mental Demand and Effort

	With I-	Without I-	t value	Significant
	DecS	DecS		
Mental	7.7	8.7	-1.979	Yes
Demand				
Effort	7.3	8.2	-1.307	Yes

H5: The teams that use I-DecS will be more efficient than the teams not using I-DecS.

Measure: NASA TLX – Temporal Demand and Participant Comments

	With I-	Without I-	t value	Significant
	DecS	DecS		
Temporal	7.4	8.3	-1.344	Yes
Demand*				
Comments	1/5	3/5		
	Teams	Teams		

^{*}Teams that felt temporal constraints.

NAVAIR Hypotheses and Results – Not Supported



H3: The teams that use I-DecS will indicate a higher confidence level in the plan than the teams without I-DecS.

Measure: Post Experiment Survey Question

H4: The teams that use I-DecS will indicate a higher satisfaction level in the plan development process than the teams without I-DecS.

Measure: Post Experiment Survey Question

	With I-	Without I-	t value	Significant
	DecS	DecS		
Q1 -	3.5	3.7	-0.443	No
Confidence				
Q2 -	3.3	3.5	-0.603	No
Satisfaction				

Tier Three: NPS Laboratory



- Mission Planning Focus on Interoperability
- Experimental Conditions
 - TNT (Tactical Network Topology) Scenario
 - 3 to 4 Teams of Naval Officers
- Scenario
 - Coast Guard Maritime Interdiction Precursor to TW06
 - Focus on Assigning Collaborators and Technology
- Changes to I-DecS Tool
 - Changed from UJTL to UNTL
 - Added user fields for specification of Collaboration Partners and Equipment/Networks
 - Added "Role" and "ROE" matrices Suggestions from TW05
 - Performance measures of Synergy and Interoperability

NPS Sample Solution



TASK	UNIT	NATIONALITY	AGENCY	CONNECTIVITY	COLLABORATOR	NETWORK
NTA 2.4.1 Evaluate Information	USCG HQ	US	USCG	N/A		
ST 8.1 Foster Alliance and Regional				NO	Country Purple	
Relations and Security Agreements	USCG HQ	US	USCG			
NTA 5.1.1.1.2.1 Receive and Transmit				YES	GEM STATE (Motor	Portable OFDM link to
Force Orders	USCG HQ	US	USCG		Vessel)	TNT test-bed
NTA 1.1.2 Move Forces	GEM STATE	US	USCG	N/A		
NTA 1.4.6.1 Conduct Visit				N/A	ADMIRAL CALLAHAN	
	GEM STATE	US	USCG		(Target)	
NTA 5.1.2 Manage Means of				YES	NPS NOC (Network	Interface and Data
Communication					Operation Center)	Transport to OFDM
	GEM STATE	US	USCG			from boarding team
NTA 2.3.1 Conduct Technical				YES	LLNL (Lawrence	Portable radiation
Processing and Exploitation					Livermore National	detection system for
	GEM STATE	US	USCG		Lab)	data and transfer
NTA 2.4.3 Interpret Information				YES	GEM STATE (Motor	VPN reach back to TNT₄
	LLNL	US	LAB		Vessel)	collaborative partners
NTA 2.3.1 Conduct Technical				YES	NBFC (National	Electronic Biometrics
Processing and Exploitation					Biometrics Fusion	gathering and uplink
	GEM STATE	US	USCG		Center)	•
NTA 2.4.3 Interpret Information				YES	GEM STATE (Motor	VPN reach back to TNT
	NBFC	US	DOD AGENCY		Vessel)	collaborative partners
NTA 2.2.2 Collect Tactical Intelligence				YES	DTRA - Defense	Portable OFDM link to
on Situation					Threat Reduction	TNT test-bed
	GEM STATE	US	USCG		Agency	'
NTA 1.4.6.4 Escort Detained Vessel				N/A	ADMIRAL CALLAHAN	
	GEM STATE	US	USCG		(Target)	
OP 5.1.1 Communicate Operational				YES	USCG HQ, Alameda	Portable OFDM link to
Info	GEM STATE	US	USCG			TNT test-bed

Tier Four: Trident Warrior Exercises



Trident Warrior 2005

- ✓ Pre-experimental Modeling with I-DecS
- ✓ Assessing Methods to Validate TacSits

Trident Warrior 2006

- Coastal Zone EMIO with Biometric Reachback Network
- Provide to 3rd Fleet for Experimental Planning
- "Integration of enhanced coalition interoperability technologies and doctrine into CENTRIXS."
- Cultural and Interoperability Component

FORCEnet Engineering Conference (June 2006)

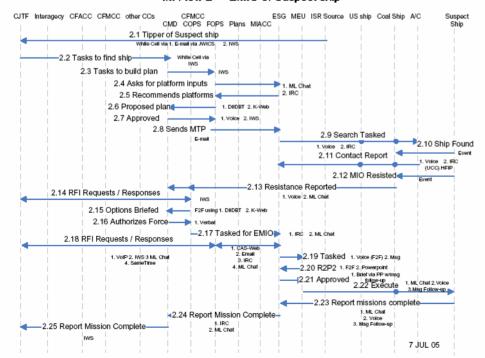
- Joint and Coalition Issues in FORCEnet
- > I-DecS Contribution to Operational Planning

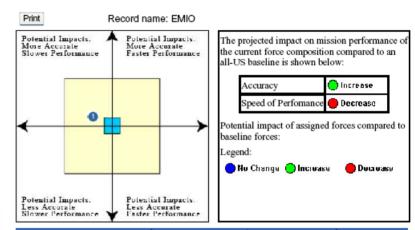
Trident Warrior 05 Pre-experimental Modeling



- The four mission threads for TW05 IM have been created in I-DecS.
- I-DecS is a useful pre-experimental modeling tool that shows the impact of different coalition arrangements.

IM Flow 2 - EMIO of Suspect ship





Task Name	Unit Type	Unit Nationality	Unit Service
OP 2.6 Evaluate intel	2.1 ISR Source	New Zealand	Navy
OP 5.0 Provide Op C2	2.2 CJTF	United States	Navy
OP 5.4 Command forces	2.3 CFMCC-CMD	United States	Navy
OP 5.1.1 Comm op info	2.4 CFMCC-FOPS	United States	Navy
OP 5.1.1 Comm op info	2.5 ESG	United States	Navy
OP 5.3 Prepare orders	2.6 CFMCC-FOPS	United States	Navy
OP 5.4 Command forces	2.7 CFMCC-CMD	United States	Navy
OP 5.3 Prepare orders	2.8 CFMCC-FOPS	United States	Navy
OP 5.1.8 Execute C4 TTPs	2.9 ESG	United States	Navy
OP 2.2.2 Support ISR	2.10 Coalition Ship	Australia	Navy
OP 2.4 Intel/reports	2.11 A/C	United States	Navy
OP 1.5 Control op areas	2.12 Coalition Ship	Australia	Navy
OP 5.1.1 Comm op info	2.13 Coalition Ship	Australia	Navy
OP 5.1 Comm op/level info	2.14 CJTF	United States	Navy
OP 5.3 Prepare orders	2.15 CFMCC-COPS	United States	Navy
OP 5.4 Command forces	2.16 CFMCC-CMD	United States	Navy
OP 5.1.8 Execute C4 TTPs	2.17 CFMCC-COPS	United States	Navy
OP 5.1 Comm op/level info	2.18 CJTF	United States	Navy
OP 5.1.8 Execute C4 TTPs	2.19 ESG	United States	Navy
OP 5.3 Prepare orders	2.20 MEU	United States	Navy
00540 16	0.04.500		

Tier Five: Potential Customers



Boeing

- Currently building SoSCOE operational planning tool
 - System of Systems Collaborative Operating Environment.
 - Provides the Combined Forces Maritime Component Commander (CFMCC) a tool to assist in operational planning and mission execution.
- ▶ I-DecS has been fit into the CFMCC planning process.
- Interacted with Boeing during TW05/TW06.



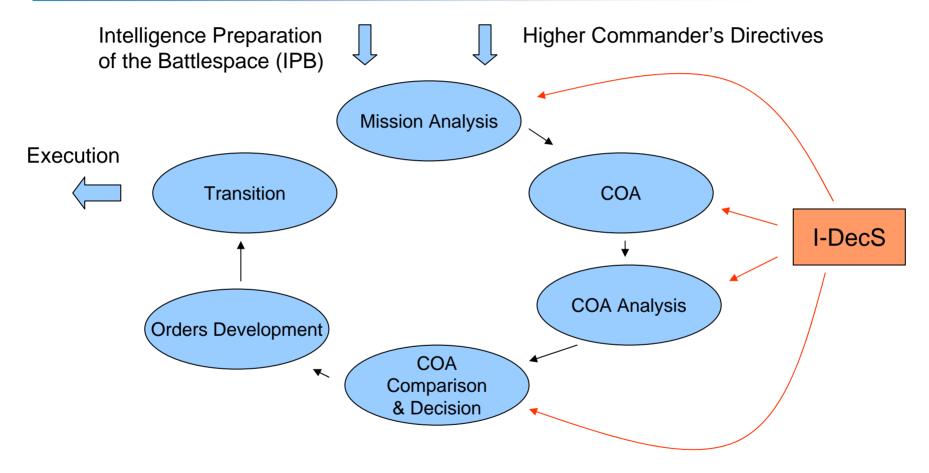
MPAT (Multinational Planning Augmentation Team)

- Source of initial user requirements and user workflow.
- Proposing I-DecS to support Tempest Express.
- ➤ Good relationship with PACOM and MPAT.

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CFMCC Planning Process*



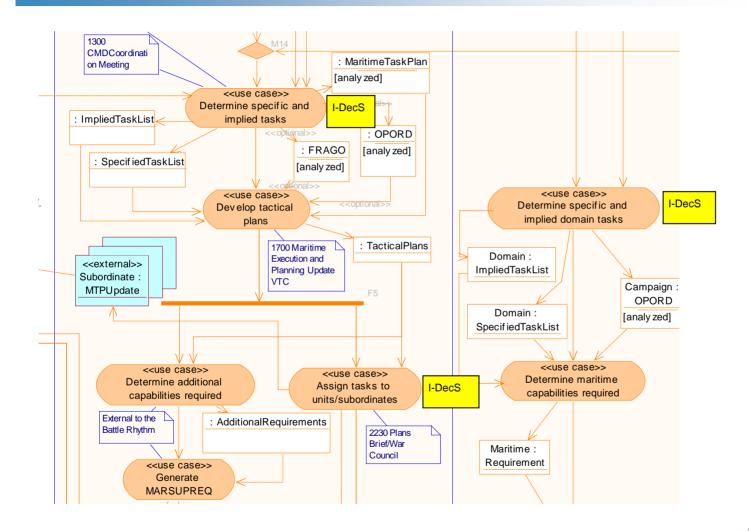


CFMCC Combined Forces Maritime Component Commander

*Based on "Navy Warfare Development Command TACMEMO 3-23-03, Joint Force Maritime Component Commander (JFMCC) Planning and Execution, Appendix A: JFMCC Planning Process."

SoSCOE and I-DecS





I-DecS - Aligned with MPAT



MPAT Objectives

Increase speed of initial crisis response by a CTF in the Asia-Pacific region.

Improve overall Multinational Task Force Headquarters mission effectiveness.

Improve the interoperability of coalition or combined forces.

I-DecS Capabilities

Quickly and easily build mission plans comprised of military tasks.



Model and simulate the performance of the plans as staffed with multi-service and/or multi-national units.



Choose the optimum force composition for the mission.

Tier Six: Navy TAP Program



- ✓ Application for June Forum (December 2005)
 - Quad Chart
 - Narrative Briefing
- ➤ Advanced Transition Workshop (February 2006)
- Presentation Workshop and Forum (June 2006)
 - "At the Navy Opportunity Forum, you can efficiently preview some of the Navy's best technologies developed with SBIR/STTR funding and evaluate premiere small businesses as potential partners."

N03-112 Pacific Science & Engineering Group, Inc. Modeling and Simulation of Cultural Differences in Human

NEED & CUSTOMER REQUIREMENT

Need: Missions often include units with a wide range of capabilities. Current models for mission planning do not take into account differences in national and organizational culture that may affect mission performance.

Operational Gap: Culture is becoming increasingly important in coalition planning. Misunderstandings between coalition partners and incompatibilities in work processes result in inefficiencies in performance of mission activities.

Customer Specifications: ONR has challenged us to develop models and algorithms to simulate cultural characteristics in human decision-making. The resulting tool is designed to account for the cultural differences in multinational collaborations leading to improved planning.

Technology Description: The Integrated Decision Space is a planning tool based on four component models and an integrating algorithm. The process outcomes are determined by a compatibility test between the organization, process, culture, and decision-maker attributes.

SPONSORSHIP of original SBIR Topic

SYSCOM:

ONR

TPOC (COTR):

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Integrated Decision Space

TECHNOLOGY DEVELOPMENT MILESTONES (SBIR)

Milestones	TRL	Risk-Test	Measure of Success	TRL Date
NAVAIR Laboratory Testing	5	Low	Utility Testing	Dec 2006
NPS Military Officer Testing	5	Low	Usability Feedback	Feb 2006
Trident Warrior 2006 Exercise	6/7	Low	Operational Test	June 2006

Open contracts: SBIR Phase II - N00014-04-C-0392 - until July 7, 2006

TECHNOLOGY TRANSITION OPPORTUNITIES (PHASE III)

The company is looking for transition opportunities and program dollars for the following applications and targeted activities:

- >> CFMCC /SOSCOE Cultural Component
- >> MPAT Planning Tool
- >> CENTRIXS Environment

TRL	Required Test and Demos	Target Date	\$ Needed
8/9	DITSCAP Certification	June 2007	150K

Phase II Summary



Year II will continue to focus on:

- Incorporating user feedback into improved versions
 - » Increased focus on interoperability,
- Interacting with other CKM researchers
 - » University of Tennessee
 - » E-Wall
- Identifying and capitalizing on transition opportunities
 - » Military exercises,
 - » Specific customers/commands,
- Contributing to the area of multi-cultural issues in collaboration contexts.